COMPUTER OPERATOR III

Class Definition

Under general supervision, schedules computer operations, coordinates and monitors usage of distributed data processing facilities in user departments, and provides lead direction in computer operations activities on an assigned shift.

Distinguishing Characteristics

Computer Operator III is the leadworker class in the Computer Operator series. Incumbents schedule computer operations, coordinate and monitor usage of distributed data processing facilities in user departments, or coordinate and direct activities of the computer operations section on an assigned shift. This class is distinguished from Computer Operations Supervisor in that the incumbent of the latter has supervisory responsibility for the entire computer operations section. This class is distinguished from Computer Operator II in that incumbents of the latter perform journey level computer operation activities.

Typical Tasks

(An incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned).

Schedules on-line and batch jobs for central computers, distributed systems and local area networks to meet production needs; coordinates operating procedures including job set-up, processing, report printing and distribution, and emergency scheduling if required by machine malfunction or shortage of personnel.

Coordinates, monitors and analyzes usage of distributed data processing facilities in user departments, such as developing statistics and reports regarding productive use of data entry and terminal equipment and personnel within the City.

Coordinates and directs activities of the computer operations section on an assigned shift, including arranging job priorities for assigned shift, analyzing equipment down-time, assisting other personnel to locate and overcome error conditions, and supervising the preparation of output data.

Operates the computer, peripheral devices, and data communications equipment in the absence of subordinate computer operators.

Trains operators and supervises diagnostic and remedial procedures on local and remote controllers, modems, multiplexors, and other communications equipment; ensures all communications lines and equipment are functioning properly during periods of operation; places service calls for repair or restoration of service.

Supervises operator service response to requests for service for display terminals, remote printers, personal computers, and other workstations attached to central computers.

Diagnoses reported problems; determines causes due to hardware, software, or communications system failure; directs appropriate corrective actions.

Supervises "loopback" tests and other diagnostic routines.

Schedules and supervises installation of display terminals, remote printers, communications controllers, and other remote equipment.

Completes system reconfigurations and device assignments for printers, communications controllers, display terminals, and other workstation and communications equipment.

Supervises moving and stacking of forms and supplies, inventory control, stocking and ordering.

Completes assignments for training purposes in other functional areas to allow for career development.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of the standard methods and practices •involved in operating electronic data processing equipment including computers, peripheral devices, and data communications equipment.

Knowledge of the functions of modems, communications controllers, local controllers, remote systems printers, and configuration processes.

Knowledge of disk operating systems and magnetic tape applications.

Knowledge of Job Control Language.

Ability to work under general supervision.

Ability to train and assign duties to subordinate computer operators.

Ability to understand and carry out complex oral and written instructions.

Ability to organize work and carry through established procedures and work plans to meet established schedules.

Ability to establish and maintain effective working relationships with fellow employees and representatives from user departments.

Skill in operating a computer, peripheral devices, and data communications equipment.

Minimum Qualifications

Two years of experience as a Computer Operator II in the City service; or three years of equivalent full-time paid work experience as computer operator.

Necessary Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: _____   DATE: _____
      Director of Personnel

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